

# Extended Studies and Workforce Education

## General Statement

A major function of the community college is to serve a broad segment of the citizenry within Southwestern Fairfield County through continuing education and training and community service programs. Norwalk Community College achieves that goal through its programs for business and industry workforce training, business and professional development credit and noncredit courses, lifestyle courses to meet the needs of citizens of all ages and interests, and on-line credit and noncredit courses.

## Workforce Education Institute

The Institute offers employers and business associations customized training services from diagnosing their workers' needs, to designing a curriculum, to delivering the required instruction.

This service, in place since the early 1990s, is geared toward providing rapid on-demand solutions to training needs in the workplace. It involves such areas as business writing and math, customer service, information and industrial technologies, and performance management.

Most training takes place on the job at times convenient to the employer and employees. Skills building is emphasized through practical exercises and interactive workshops geared toward adult learners. All instructors have extensive experience in business, industry or the public sector, helping to assure that lessons are relevant and practical.

The Institute provides specialized training classes in such areas as safe food handling and preparation, computer security, construction management, and operating and growing small businesses. Program participants receive completion certificates. In some cases, continuing education units and credits toward degree requirements can be awarded.

The Institute's service capabilities are enhanced through its connection to the statewide Business and Industry Services Network (BISN) based at Connecticut's 12 community colleges. With more than 500 college level courses to draw on, along with many customized programs developed through the years, the Institute offers the most complete range of training services available locally. The Institute has been recognized by the American Society of Training and Development for program excellence.

## Business and Professional Development Center

The Business and Professional Development Center offers courses and certificates in all aspects of business with emphasis on computer software applications, computer installation, maintenance and repair, web design, and Internet technologies. A complete range of programs from introductory to advanced computer software applications in word processing, spreadsheets, database techniques, networking, computer repair and graphics are offered each semester. Attention is paid to the updating and upgrading of the software offerings available through the Business and Professional Development Center, and courses are taught on up-to-date computer stations in laboratory settings.

Other programs include Small Business Management and Entrepreneurship, Bookkeeping Certificate and Medical Billing & Reimburse-

ment Specialist. Medical Technologies programs include: Certified Nurse Aide, EKG, and Phlebotomy, Dental, Pharmacy, and Veterinary Technician. Our instructors are highly trained, experienced, practicing professionals. This means that all course content is practical and applicable to real business situations. Both credit and non-credit courses are priced to be affordable.

Many courses in career planning and in skill retraining are designed to be useful to people in Southwestern Fairfield County who are undergoing transitions or displacement. Non-credit certificates allow people who would like to switch careers or enhance their knowledge base to earn a certificate of study in a short time, thereby giving them new marketable skills in our rapidly changing economy. All courses can be customized to meet the unique training needs of corporations or non-profit organizations and are taught on campus or at your business site.

## Real Estate Center

The Real Estate Center offers a wide selection of courses and seminars designed to meet the needs of those who wish to enter the profession as well as real estate professionals who want to continue their real estate and appraisal education. All courses and seminars offered by the Center meet the educational requirements set forth by the State Real Estate and Appraisal Commission. Qualifying individuals may then take their real estate salesperson, broker or appraisal examinations and/or fulfill their continuing education requirement.

Courses offered by the Real Estate Center include Real Estate Principles and Practices and Real Estate Appraisal. In addition, seminars are given for salespeople, appraisers and brokers who need required continuing education.

Real estate courses are offered at Norwalk Community College's campus in Norwalk and at locations throughout Fairfield County.

Questions concerning this program may be addressed to the Real Estate Center at Norwalk Community College.

## Travel Agent Programs

The range of travel courses offered provides individuals with the necessary theory and practice, including computerized reservations training, to begin a career in the travel industry. Included are advanced professional development programs in general travel and computer reservations training as well as other classes leading to certification.

## Lifestyle Programs

Lifestyle programs and courses are designed to enrich the student's life. NCC's Extended Studies Division offers a broad range of personal enrichment courses: art, photography, boating, yoga, music, performing arts and much more. Practicing professionals teach all courses, ensuring participants of the finest and latest information and techniques.

For people who want to take control of their financial lives, we offer investment and personal financial planning classes. Master gardeners teach gardening, and professional designers lead the landscaping and interior design courses. Our art and photography instructors help

students use new techniques to develop their works. The wellness courses include golf, yoga, and tai chi, and the boating courses prepare students to obtain their CT Boating license. The Special Interests area covers a wide variety of topics in the performing arts, religion and new age philosophy.

### College for Kids

College for Kids offers creative programs for children in kindergarten through ninth grade that are taught by knowledgeable, enthusiastic instructors. These are creative enrichment programs designed to spark the curiosity of our youngest students. College for Kids includes a wide variety of courses including rocketry, computer science, chess, art, animation, science, music and languages.

College for Kids is offered as “Friday is Family night” and on Saturday throughout the fall and spring. It offers a day program for eight weeks during the summer. Call (203)857-7054 for more information.

### Lifetime Learners Institute

Lifetime Learners Institute is an affiliate of the Institutes for Learning in Retirement, a part of the Elderhostel Institute Network. It is a community-based voluntary association of mature adults who share a love of learning and a desire to help their community. It offers a wide variety of programs and events designed to enrich the lives of people over the age of 50. LLI has more than 800 members who enjoy a wide variety of activities and donate their time and assistance to the college.

LLI offers classes in many fields of interest from art and bird watching to history and music. The members participate in numerous activities including brown bag lunch seminars and trips to major points of interest. They provide valuable assistance to the college and the NCC Foundation. Call (203)857-3330 for more information.

### English as a Second Language (Non-Credit)

This program is designed for students whose native language is not English. These non-native speakers are taught the basics of speaking and listening, and reading and writing English with a focus on academic writing. This program consists of six different levels of proficiency offered at various times throughout the day and evening, weekdays and Saturdays, during the fall, spring and summer.

The classes help adult students learn English for work, family needs, higher level English classes and college courses. Students from approximately 60 different countries participate in the ESL program. A placement test is given upon application. Classes are held in Norwalk.

NCC also offers credit-bearing ESL classes to prepare students for English Composition and other college-level coursework. Call (203) 857-7176 for more information or visit [www.ncc.commnet.edu](http://www.ncc.commnet.edu) and look for ESL under Academic Departments.

### Cooperative Programs

Norwalk Community College offers seminars and courses in conjunction with a number of state and local agencies and organizations. Business people have benefited greatly from the close affiliation of NCC with the Small Business Administration, the U.S. Department of Commerce, the Connecticut Department of Economic Development, the Connecticut District Export Council and private trade organizations. Workshops on starting businesses and increasing business skills, volume and profits are regularly presented in conjunction with these agencies and groups. Call (203)857-7068 for more information.

